

**NH Balancing Incentive Program - Stakeholder Committee**  
**Wednesday, Dec. 5, 2012 - Brown Building, Room 232**

Attendees: Beth Raymond, Joey Rolfe, Kathryn Kindopp, Eldon Munson, Daniel Hebert, Jill Burke, Vivian Green, Rebecca Hutchinson, Pam Jolivette, Kirsten Murphy, Leslie Boggis, Debbie Krider, Dee Elswick, Candace Cole-McCrea, Suellen Griffin, Ed Drury, Jodie Lubarsky, Michelle Winchester, Carl Cooley, Betsy Miller, Valerie Acres, Amy Pepin, Barbara Salvatore, Doug McNutt, Kim Firth, Laura Davie, Georges Djanabia

The Committee was informed that earlier today the Governor and Executive Council formally approved DHHS' request to accept and expend federal BIP funds.

Members who are interested in receiving a stipend were asked to indicate this on the sign-in sheet. Don Hunter will follow up on these requests.

**BIP Update**

Committee members listened to a presentation from Don Hunter (DHHS BIP Project Manager). Topics included a review of the purposes of the Balancing Incentive Program, activities to date involving stakeholders, and a review and status update on BIP workplan requirements and progress. Committee members also heard plans for DHHS efforts to contract with a "project management entity" to provide resources to achieve BIP goals. An outline of the Workplan items due over the next four months was also reviewed.

Further information was requested about the CMS 3-part test for use of BIP funds and the criteria for submitting Community Services & Supports proposals. This information will be outlined and provided for consideration at the next Committee meeting.

A question was asked regarding coordination between long-term care programs within DHHS. Don responded that DHHS is beginning to look at how to coordinate programs more effectively. Currently, programs undertake efforts then inform the other programs. DHHS will look at having the programs work together to coordinate and conduct activities.

It was suggested that DHHS look into the previous health care transition fund as possible model for a way to spend leftover BIP funds after Sept. 2015.

**Consumer Engagement Plan**

Committee members discussed how a consumer engagement plan for BIP should work.

Paraphrased comments included:

- Need to overcome consumers' inherent skepticism & concerns
- Be very careful about what we ask consumers & make it clear how their feedback will be used
- Tie all information & presentations to consumers directly to BIP (ex – avoid drift into managed care) - "focus the ask"
- Find out what barriers people are facing

- Need to respond to & overcome their fears
- Clearly lay out the long-term benefits & changes that will be achieved through BIP
- Try to acknowledge common consumer concerns & move beyond them (instead of repeating the same discussions that have been held before)
  - Provide a “blueprint” of issue/system/process we want feedback on
  - Gives people place to start & something to react to
- As BIP materials & website are being developed – have consumers test them in advance of finalization & release
- Consider use of “secret shoppers” to test No Wrong Door system & processes
- Consider holding all live sessions via webinar in addition to in-person audiences
  - Cannot only get live feedback from more people – can also record for playback by anyone at anytime
- Consider utilizing existing community partner networks to interact with their consumers & families rather than DHHS trying to interact directly
  - These partners already have relationships/connections
- Consider tapping into existing advisory groups & councils to obtain their input/feedback
  - They’re already knowledgeable, aware, involved
- Consider asking folks in the Nursing Facilities/Money Follows the Person target group what their needs & thoughts are
- Need to develop family-friendly explanation of BIP (along lines of No Wrong Door white paper)
- Also need to review/incorporate white paper feedback into NWD papers
- Identify & use “effective phrases” when communicating about BIP – examples include local control, cost effective, person-centered

### **Next Steps**

For the next Stakeholder Committee meeting, members will be provided with some background information (mentioned above) and asked to provide their ideas on the process to identify, review and prioritize Community Services & Supports proposals.

A request was made to re-survey Committee members about their preferences for the dates and times for future Committee meetings.

### **Next Stakeholder Committee Meeting**

Wednesday, Jan. 9, 2013 @ 1:00 – Brown Building, Room 232